



Activity Highlights

FY 2004 – 2005

Identity theft and security breaches dominated the news, with California's law on notification of security breach inspiring many other states and Congress to consider similar legislation. The California Office of Privacy Protection helped to organize the first California Summit on Identity Theft Solutions.

EDUCATION AND INFORMATION

Consumer Education Materials

- § CIS 9 Protecting Your Child's Privacy Online (7/04)
- § CIS 10 How to Freeze Your Credit Files (9/04)
- § Consumer Information Sheets updated for new laws:
 - CIS 1 Top 10 Tips for Identity Theft Prevention (1/05)
 - CIS 2 Your Financial Privacy (7/04)

Workshops and seminars

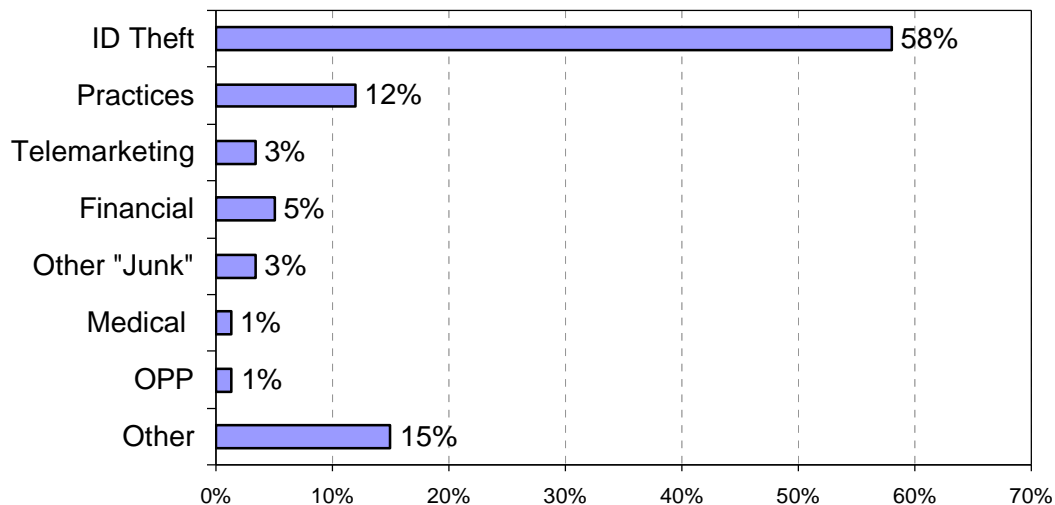
- § 22 for consumer and community groups, with average attendance of 87, including 11 town hall meetings sponsored by legislators
- § 33 for business and professional groups, with average attendance of 106

Locking Up the Evil Twin: Summit on Identity Theft Solutions

- § Presented by Governor Schwarzenegger, State and Consumer Services Agency, Department of Consumer Affairs, and Office of Privacy Protection and hosted by California District Attorneys Association, the Sacramento event was attended by over 500.
- § The Office coordinated the program of experts from law enforcement, business, government, and consumer organizations, who proposed ways to overcome many of the challenges to prosecuting identity thieves.

BEST PRACTICES	<p>§ Developed and issued <i>Recommended Practices on California Information-Sharing Disclosures and Privacy Policy Statements</i> (11/04)</p> <p>§ Updated <i>A California Business Privacy Handbook</i> to include new laws and practices (6/05)</p>
PROMOTING PRIVACY THROUGH ADVISORY COMMITTEES	<p>§ Served as member of High Tech Crime Advisory Committee (Penal Code § 1346.6)</p> <p>§ Served as member of State Chief Information Officer's IT Council</p> <p>§ Participated in Department of Motor Vehicles Identity and Privacy Protection Policy Task Force</p> <p>§ Served as co-chair of International Association of Privacy Professionals Government Working Group</p>
CONSUMER ASSISTANCE	<p>Calls and e-mails</p> <p>§ Responded to 4,161 calls and e-mails</p> <p>§ 89% from consumers, 8% from businesses, 4% from government</p> <p>Security breach assistance</p> <p>§ Responded to 983 calls and e-mails (included in total above)</p> <p>§ Provided businesses and agencies with assistance in responding to breaches and drafting notices</p>

Calls and E-Mail to Office of Privacy Protection 7/04-6/05



ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.